








Technical Specification

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| Power Adapter | Input: 100 V ~ 240 V, 50 Hz ~ 60 Hz Output: +12.0 V DC |
| Environment Requirement | Working environment temperature: +32 °F (0 °C) ~ +104 °F (+40 °C) |
| | Working environment humidity: 10% ~ 90% |
| Protocol | TCP/IP, HTML 4.0, HTTP 1.1/JavaScript 1.5, NTP, FTP, HTTPS/SSL2.0/3.0, RTSP, RTP, RTCP, and HLS |
| Wi-Fi Radio Specifications | Radio Frequencies/Maximum Output Power: Wi-Fi 2.4 GHz band: 2412 ~ 2472 MHz / EIRP: 20 ± 1 dBm Wi-Fi 5G Hz band: 5180 ~ 5825 MHz / EIRP: 20 ± 1 dBm |
| BT Radio Specifications | Radio Frequencies/Maximum Output Power: BT band: 2402~2480 MHz/EIRP: 15 ± 1 dBm |
| Video | Supports PAL, NTSC, 720p, 1080i, 1080p, and 4K |
| | Format: 4:3/16:9 |
| | Receiving bit rate range: 200 kbps ~ 40 Mbps |
| | Resolution: 720 × 576/PAL, 720 × 480/NTSC, 1280 × 720 /720p, 1920 × 1080 /1080i, 1920 × 1080 /1080p, and 3840×2160/4K |
| Audio | Dolby Digital and Dolby Digital Plus |
| | Surround, Single/Dual/Multi Track and Stereo |
| Dimension | 108 mm × 108mm × 23 mm (Length × Width × Height) |
| Weight | 0.14 kg |
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| Certification |  |
| REACH | - |

Troubleshooting

| Problem | Possible Cause | Solution |
|---|---|---|
| The indicator is not lighting after switching on the STB. | The power adapter has not been connected. | Connect the power adapter. |
| | The power adapter is damaged. | Consult the service provider and replace power adapter with a new one. |
| | The power outlet has no power. | Check and ensure the power outlet has power. |
| Network connection failed. | The network has not been connected properly. | <p>Connect the network cable properly or replace it with a new cable.</p> <p>Check the Wi-Fi connection configuration.</p> |
| No signal on the TV screen. | The STB is in standby. | <p>Turn on STB by pressing the  key on the remote control.</p> |
| | The video cable has not been connected properly. | Reconnect video cable. |
| | The video input source of the TV has not been set correctly. | Switch to the correct video source of the TV. |
| No sound from the TV. | The STB is in standby. | <p>Turn on STB by pressing  key on the remote control.</p> |
| | The STB is set as Mute | Press Vol+ or Vol- on the remote control |
| | The remote control is physically damaged. | Change a new remote control. |
| | The Bluetooth pairing fails. | <p>Long press at the </p> <p>(OK) +  for 3 seconds (indicator light flashes), until pairing successful. Indicator light will turn to be always on for 3 seconds and then turns off.</p> |
| | There is no battery in the remote control, or the batteries are | Install the batteries correctly. |

| Problem | Possible Cause | Solution |
|----------------|---|--|
| | installed incorrectly. | |
| | The batteries are damaged. | Replace the batteries. |
| | TV cannot receive instructions from remote control. | Keep the remote control closer to STB. Ensure Bluetooth are paired between the STB and the remote control. |
| | - | Restart STB or call the customer service hotline. |